(b) whether it is also a fact that the airports identified are Bangalore, Hyderabad, Guwahati, Goa, Ahmedabad, Amritsar and Kochi;

(c) if so, whether this proposal has been accepted;

(d) whether it will be in the public or private sector; and

(e) whether Patna Airport has not been identified for this upgradation programme if so, the reasons therefor?

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV) : (a) to (c) Yes, Sir. The seven airports have been given international status.

(d) Separately, Government has also given permission for construction of new airports at Devanhalli, Bangalore, Shamsabad, Hyderabad and Mopa, Goa in the private/joint sector.

(e) Patna airport does not have requisite infrastructure for an international airport.

Improvement of customer services at Airports

3824. SHRI ANANTA SETHI : Will the Minister of CIVIL AVIATION be pleased to state :

(a) whether Government are aware of the poor customer services at various Airports and Airline counters;

(b) whether Government have felt the need to bring about improvement in the existing customer services; and

(c) if so, the steps taken by Government in this regard?

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV) : (a) to (c) Evaluation of existing machinery of customer services at the airports and airline counters is a continuous process, It is the endeavour of the government and the various agencies involved to bring in improvements in the services by way of systematic changes; upgradation of infrastructure, technology and utilisation of the latest state of the art.

Several customer friendly measures introduced recently by Indian Airlines and Air India are Tele-Booking, Tele Check-in, return and through check, websites etc. Certain steps envisaged to further improve the services include setting up of Kiosks, dissemination of information/lodging of complaints and providing of attitudenal training for the staff at the counters.